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Executive Summary

Canada Segment has introduced a modern work management solution designed to replace legacy systems and lay the foundation for scalable workflow automation. Built on a low-code/no-code Microsoft Power Platform, the solution empowers business teams to configure, manage, and evolve operational workflows without reliance on deep technical resources.

This solution delivers a robust set of features that support end-to-end case lifecycle management, enabling faster turnaround times, improved compliance, and enhanced visibility across operational processes.

Key Product Features

✅ **Automated Case Intake**
Cases are automatically initiated from multiple channels including email, fax, scanned documents, and API-based submissions and ensuring seamless capture of operational requests.

✅ **Dynamic Workflow Orchestration**
Business rules and configurable workflows guide each case through its lifecycle from intake to resolution supporting approvals, escalations, and exception handling without manual intervention.

✅ **Role-Based Access and Governance**
Access to case data and actions is governed by clearly defined roles (e.g., Agent, Manager, Auditor), ensuring secure, auditable, and compliant operations across teams.

✅ **Integrated Document Management**
All case-related documents are securely stored and linked to the case record, with metadata tracking and audit trails to support compliance and operational transparency.

✅ **Real-Time Monitoring and Reporting**
Dashboards and reporting tools provide visibility into case volumes, resolution times, SLA compliance, and team performance—enabling data-driven decision-making and continuous improvement.

✅ **Exception Routing and Collaboration**
Cases that fall outside standard processing are automatically flagged and routed to the appropriate teams, with built-in collaboration tools to support resolution across departments.

✅ **Scalable Case Structures**
Complex cases can be decomposed into parent-child relationships, allowing parallel processing and multi-team collaboration while maintaining data integrity and privacy.

✅ **Feedback and Quality Assurance**
Post-resolution feedback and quality checks are supported through integrated survey tools and audit workflows, helping teams identify improvement opportunities and ensure customer satisfaction.

This solution positions Operations teams for future growth by enabling reusable workflow patterns, reducing manual effort, and accelerating time-to-resolution. It serves as a foundational platform for expanding automation across business units, while meeting enterprise standards for security, compliance, and operational excellence.

Functional Requirements

Business Capability	**Sub-Capability**	**Business Requirement**	**Functional Alignment**
Case Initiation	Case Capture	Auto-initiate cases from mail, email, fax, API	✅ Fully Supported
Case Decomposition	Parent-Child Case Structuring	Auto-decompose cases for parallel processing	✅ Fully Supported
Case Data Processing	Data Augmentation	Auto-augment case data via API-centric integrations	✅ Fully Supported
Case Triage and Prioritization	Case Assessment	Auto-assess nature, urgency, complexity	✅ Fully Supported
	Case Prioritization	Auto-prioritize based on urgency, impact, customer segment	✅ Fully Supported
Case Assignment	Case Routing	Auto-assign based on expertise, workload, availability	✅ Fully Supported
	Case Allocation	Optimize resource allocation via predictions	⚠️ Partially Supported
Case Investigation and Analysis	Case Validation	Auto-validate data via rules and API integrations	✅ Fully Supported
	Case Pending/Unpending	Auto-pend/unpend based on rules	✅ Fully Supported
	Case Data Gathering	Enable internal/external info gathering	✅ Fully Supported
	Case Analysis	Analyze case details to determine actions	✅ Fully Supported
Case Resolution	Case Status Management	Auto-transfer, escalate, approve based on triggers	✅ Fully Supported
	Case Contextual Advice	Auto-provide advice based on case context	⚠️ Partially Supported
	Case Recommendation	Auto-identify recommended action plans	⚠️ Partially Supported

Business Capability	Sub-Capability	Business Requirement	Functional Alignment
	Case Execution	Execute action plan (e.g., settle claim, adjust policy)	✅ Fully Supported
Case Communication and Collaboration	Case Notification	Auto-alerts for deadlines, escalations, bottlenecks	✅ Fully Supported
	Case Communication	Omni-channel, secure, auditable, templated communication	✅ Fully Supported
	Case Collaboration	Secure, auditable collaboration for exceptions	⚠️ Partially Supported
Case Closure	Case Verification	Confirm resolution meets requirements and customer satisfaction	✅ Fully Supported
	Case Documentation	Document all actions and communications	✅ Fully Supported
Case Review	Case Quality Assurance	Auto-trigger QA, audits, inspections	⚠️ Partially Supported
	Case Feedback Collection	Gather customer feedback	⚠️ Partially Supported
Case Monitoring	Performance Reporting	Real-time reporting of volumes, handling times, resolutions, work quality	✅ Fully Supported
Case Optimization	Forecasting	Predict future volumes and resource needs	⚠️ Partially Supported
Knowledge & Guidance	Contextual Assistance	Provide real-time advice and guidance based on case context	⚠️ Partially Supported
Communication	Voice Channel Integration	Enable outbound calls and capture call details within the case	✅ Fully Supported
	Call Summarization	Summarize call content for consistent case notes	✅ Fully Supported
Workflow Completion	Digital Authorization	Support electronic signatures for approvals and customer consent	⚠️ Partially Supported
Case Initiation	Proactive Scheduling	Create cases based on internal triggers or schedules	✅ Fully Supported

Business Capability	**Sub-Capability**	**Business Requirement**	**Functional Alignment**
CRM Integration	CRM Synchronization	Keep client-facing teams informed of case progress	✅ Fully Supported
Document Management	Alfresco Integration	Secure storage and retrieval of documents outside Dataverse	✅ Fully Supported
	Viewing & Submission	Allow users to view, upload, and submit documents directly from the case interface	✅ Fully Supported
	Document Matching	Automatically match incoming documents	✅ Fully Supported
Reporting	Real-Time Dashboards and Custom Reports	Realtime KPI tracking, and ad-hoc/custom reporting capabilities.	✅ Fully Supported

1. Case Initiation

Capability: Initiating a case when a request or issue is received.

Sub-Capability & Requirement	**Alignment (Features & Support)**
Case Capture: *"Cases are automatically initiated when a request or issue is received through various channels (mail, email, fax, API call)."*	**Fully Supported.** WM provides a Case Ingestion feature that automatically creates cases from multiple intake channels. It can ingest requests coming from scanned mail/paper (via IDP), emails, faxes, direct API calls, batch files, or even manual entry. This ensures that as soon as an inquiry or document is received in any supported channel, a case is opened and logged without user intervention.

2. Case Decomposition

Capability: Breaking down complex cases into sub-cases for parallel work.

Sub-Capability & Requirement	**Alignment (Features & Support)**
Case Decomposition: *"Cases are automatically decomposed into parent-child cases to enable parallel processing of complex cases and support multi-team collaboration, while maintaining PII data."*	**Fully Supported.** WM's data model supports **Parent–Child case relationships** to handle complex cases. The system can represent a case hierarchy where a master case spawns one or more child cases, enabling different teams to work in parallel. Business rules/workflows in WM can be configured to **automatically create child cases** based on the case type or contents (e.g. splitting a complex request into multiple tasks), while ensuring sensitive data (PII) is properly segregated between parent and children.

3. Case Data Processing

Capability: Processing and enriching case data when context is provided.

Sub-Capability & Requirement	**Alignment (Features & Support)**
Relevant Info Processing: *"Relevant information is automatically processed when context is provided, including Case, Partner, Customer, Product, Account, and User data."*	**Fully Supported.** The **Case Data Model** in WM includes all these entities (Case, Partner, Customer, Product, Account, User) as standard data fields When a case is created, WM can automatically pull in contextual data – for example, using the provided customer or account identifier to fetch details from core systems. The system's integration workflows will populate the case with all relevant info (customer profiles, policy or product details, account status, etc.) so that the case record is comprehensive. This processing happens behind the scenes via API connectors once the case context (like an account number or client ID) is known.
Case Data Augmentation: *"Case data is automatically augmented using API-centric integrations with Manulife systems."*	**Fully Supported. Integration connectors** are a key part of WM. The solution connects with Manulife's internal systems (e.g. core banking, CRM, policy admin systems) through Azure API Management and service connectors. Upon case creation or at defined workflow steps, WM calls these APIs to augment the case record with additional data – for instance, fetching up-to-date account balances, pulling customer contact info, or verifying policy details. This API-driven augmentation ensures the case contains all necessary information from source-of-truth systems without manual data entry.

4. Case Triage and Prioritization

Capability: Assessing and categorizing cases by urgency/importance.

Sub-Capability & Requirement	**Alignment (Features & Support)**
Case Assessment: *"Cases are automatically assessed to determine their nature, urgency, and complexity."*	**Fully Supported.** WM's workflow engine can perform initial **case classification and assessment** as soon as a case is created. For example, it can use business rules to classify the case type (nature of request) and apply algorithms or predefined logic to gauge urgency (e.g. check for VIP customer or regulatory deadlines). Complexity indicators (like number of documents, multiple issues in one case) can automatically flag a case for special handling. These triage rules are configured in Power Automate flows or Dataverse logic, effectively *automating the initial assessment* of each case.
Case Prioritization: *"Cases are automatically prioritized based on criteria such as urgency, impact, and customer segment."*	**Fully Supported.** In WM, each case can be assigned a priority level by the system. **Priority rules** (driven by urgency, impact, customer tier, product type, etc.) are implemented in the case workflow. For instance, a case coming from a high-value client or a case nearing a due date might be auto-marked as High Priority. These priority values then influence work queues and SLAs. WM's design allows dynamic updates – if a case's situation changes (e.g. it's been waiting too long, or a status update increases its impact), the system can escalate its priority automatically.

5. Case Assignment

Capability: Assigning cases to the right team or individual and managing resource allocation.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Routing: *"Cases are automatically assigned to the appropriate team or individual based on expertise, workload, availability and priority. Relevant team members are notified of the new case assignment."*	**Fully Supported.** WM includes an **automatic routing and assignment** engine. Based on the case's attributes (type, required expertise, region, etc.) and real-time workload data, the system routes the case to the correct queue or directly to a specific agent. Assignment rules consider staff skill profiles and availability – for example, a complex technical case goes to a specialist team, whereas an overflow of cases triggers load balancing to available agents. When WM assigns a case, it automatically sends a notification (via email or in-app alert) to the team or user, ensuring they are aware of the new case.
Case Allocation: *"Resource allocation is optimized through resource skill and capacity predictions, and proactive identification of potential bottlenecks based on historical data."*	**Partially Supported.** WM provides **resource management support** through reporting and configurable rules, but full predictive optimization is in early stages. On one hand, the system does optimize routing in real time (so no agent is overloaded at a given moment). It also offers **analytics dashboards** for managers to monitor workload distribution and identify bottlenecks in process flows. On the other hand, advanced capabilities like **AI-driven forecasting of volumes and staffing needs** are still being developed. WM's data (historical case volumes, handling times) can feed forecasting models to predict busy periods or needed capacity, and this feature is envisioned as part of the solution. However, as of now, proactive reallocation of resources or automated workforce adjustments based on predictions are *partially implemented* (requiring some manual oversight using the provided data).

6. Case Investigation and Analysis

Capability: Gathering information, validating case data, and analyzing the case to decide actions.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Validation: *"Case data is automatically validated based on predefined rules, using API-centric integrations with Manulife systems."*	**Fully Supported.** WM implements **business rules and checks** to validate case information immediately after intake. For example, when a case is created, automated rules verify that all required fields/documents are present and that data matches up with reference systems (via API calls). If a rule fails (say a form is missing a signature, or an account number is invalid per an API response), the case can be marked as "Not In Good Order" and routed appropriately. These validations leverage both Dataverse synchronous rules and Power Automate flows calling external services, ensuring the case meets all criteria before proceeding.
Case Pending/Unpending: *"Cases are automatically pended or un-pended based on specific rules, like document processing exceptions or incomplete information."*	**Fully Supported.** WM's workflow can automatically **pause (pend) a case** when certain conditions arise, and later resume it when the conditions are resolved. For instance, if a case is awaiting additional documents or approvals, the system moves it to a "Pending" state and does not count it towards active workload. Once the missing info is provided (detected via an update or integration), WM can automatically **un-pend** the case, moving it back into the active queue. These state transitions are rule-driven (e.g. "pend if documents incomplete") and require no manual intervention other than supplying the needed input.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Data Gathering: *“Enable additional internal or external information gathering as needed to understand the case fully.”*	**Fully Supported.** WM allows case workers to trigger **additional information requests** and capture responses within the case. Through its integration connectors and communication features, the system can reach out for more data – for example, sending an information request to a customer or querying an external database for records. The platform supports attaching new documents or notes to a case at any time, and those can be obtained via integrated channels (scanned docs through IDP, data via an API call, etc.). Essentially, WM acts as a hub where any further info (internal or external) can be consolidated: if something is missing, the user can flag it and the system will facilitate **gathering that info** (by creating a task or sending a communication, then logging the result in the case).
Case Analysis: *“Case details are analyzed to determine the appropriate course of action.”*	**Fully Supported (with AI augmentation planned).** WM provides the case handler with a **full view of all case data and a structured workflow** to analyze it. During the “Investigate/Analyze” stage of a case, the system can present relevant knowledge articles or past similar cases to aid in analysis (via search or AI, see Section 7) and ensure all decision criteria are visible. In some processes, WM also **automates parts of the analysis**; for example, it might automatically recommend an action based on rules (if X and Y conditions, then propose closing the case with reason Z). Ultimately, a human typically reviews the analysis and confirms the next steps, but WM significantly streamlines this by consolidating data and even offering initial recommendations.

7. Case Resolution

Capability: Developing and executing the plan to resolve the case, including any automated recommendations and final actions.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Status Management: *"Cases are automatically transferred, escalated or approved based on specific triggers and criteria, like aging, overdue or completed cases."*	**Fully Supported.** WM's workflows include **automatic transfer/escalation rules** and approval processes. If a case meets certain triggers – e.g. it has been open too long without activity (aging), or a certain step is completed and managerial approval is required – the system will automatically change its status and route it accordingly. For example, an *overdue* case might auto-escalate to a supervisor's queue, or a *completed* case could auto-transfer to a quality audit queue. Approvals (like authorizations) can be built into the case flow, where WM sends the case to the approver and upon approval moves it to the next stage. All these happen through configured criteria with no manual case reassignment needed.
Case Contextual Advice: *"Contextual advice and knowledge is automatically provided based on case context."*	**Partially Supported.** WM is **integrating AI-driven guidance** into the case interface. The vision is that as a user works on a case, the system can surface relevant knowledge articles, similar past cases, or AI-suggested tips tailored to that case's details. Early implementation of this is via **Copilot (GPT-4)** integration: the case worker can invoke an AI assistant that has been fed the case data, which can then answer questions or provide suggestions (for instance, "The last time we saw an issue like this, we offered a fee waiver"). Additionally, WM can link to Manulife's Knowledge Base by context (e.g., if the case is about a policy cancellation, show cancellation guidelines automatically). These features are **emerging** – the framework is in place (AI and knowledge management connectors), but full automated advice pop-

Sub-Capability & Requirement	Alignment (Features & Support)
	ups are still being refined. Thus, contextual help exists (the user can query it) but proactive advice delivery is partial in the current state.
Case Recommendation: *"Automatically identify recommended action plans based on case context, which may include approvals, further investigations, or other actions."*	**Partially Supported.** WM's rule engine and AI components can generate **recommended actions** for certain scenarios, but this is not universal. In straightforward cases, business rules are used to suggest next steps (for example, "All criteria met – system recommends approving the claim" might be displayed). The system can auto-populate a recommended resolution field or send a notification that "this case qualifies for fast-track settlement." Moreover, with AI integration, there is potential to analyze case context and propose an action plan (as natural language) to the user. This capability is in pilot – the structure to do it is present, but the reliability is being improved. Therefore, WM **partially delivers** automated action recommendations: deterministic recommendations via rules exist, while machine-learning-based recommendations are in progress.
Case Execution: *"Case action plan is executed, which may involve settling a claim, adjusting a policy, or resolving a customer issue."*	**Fully Supported.** WM is designed to **carry out the resolution steps** once decided. If the resolution requires an automated transaction – e.g., triggering a payment, updating a policy in a core system, sending a confirmation letter – WM can integrate to do so directly from the case. For instance, upon approval of a mortgage renewal case, WM calls the core banking API to actually create the renewed account in the system of record, thereby executing the case outcome. If the action is manual (like a phone call to the customer), the agent records completion in WM, and the case status is updated. The key is that the **case workflow in WM doesn't stop at analysis** – it includes the execution step (automated or manual) and can

Sub-Capability & Requirement	Alignment (Features & Support)
	mark the case resolved once the action plan is completed, while logging the outcome and any changes made in downstream systems.

8. Case Communication and Collaboration

Capability: Communicating about the case and collaborating with stakeholders to move it forward.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Notification: *"Enable automated alerts and notifications for important deadlines, escalations or bottlenecks."*	Fully Supported. WM can send automated notifications to users and managers based on events or time triggers. The system is configured to alert responsible parties of approaching SLA deadlines, escalate notifications if a case is idle too long, and flag bottlenecks in queues. For example, if a case is nearing its required resolution time, WM might email the owner: "Case #12345 is due in 1 day." If a case gets escalated (automatically or manually), the assigned supervisor receives a notification immediately. These alerts are delivered via email and can also appear as in-app notifications or Teams messages thanks to integration.
Case Communication: *"Enable omni-channel, secure, auditable, templated communication with internal and external stakeholders about case decisions and satisfaction surveys."*	Fully Supported. WM includes a communications module that allows users to send and log messages directly from the case via multiple channels. This means case handlers can correspond with customers or other departments through secure emails, system-generated letters, or faxes straight from the case interface. Communication templates are used to ensure consistency and compliance (e.g. a pre-approved email template for informing a customer of a decision). All outbound communications are stored in the case history (for audit purposes), and replies can be captured and attached to the case as well. The "omni-channel" aspect is covered by

Sub-Capability & Requirement	Alignment (Features & Support)
	integration: for instance, sending an email or a physical mail (via a print-and-mail service) can both be initiated by WM. Even post-resolution satisfaction surveys can be sent automatically to the customer, and if the customer responds (say via a survey link), the feedback is recorded for the case.
Case Collaboration: *"Enable omni-channel, secure, auditable collaboration with internal and external stakeholders to address document processing exceptions."*	Partially Supported. WM facilitates collaboration primarily through its communication and assignment features, but real-time co-working is limited. For internal collaboration, multiple users can work on the same case (with notes and updates visible to all), and if needed, the system can trigger a Microsoft Teams chat or meeting link relevant to a case (leveraging Outlook/Teams integration) – however, this is not an in-app live chat, rather an external channel link. For external stakeholders, WM logs all interactions (for example, if an underwriter and an operations agent both contribute to a case sequence, their inputs are all captured). The system ensures security (only authorized parties can access the case) and auditability (every update is timestamped and attributed). Where it is partial is the lack of a built-in real-time collaboration interface: users collaborate by sequential updates or through attached channels (email threads, linked Teams conversations) rather than simultaneously editing the case. Plans are in place to improve this (like co-editing documents stored in Alfresco via a link, which is hinted as a future feature, but as of now collaboration is asynchronous. All communications and collab exchanges related to exceptions (like asking a customer for a corrected document or consulting a subject matter expert about a case) are captured in WM, fulfilling the requirement's auditable and secure needs, with the

Sub-Capability & Requirement	Alignment (Features & Support)
	slight caveat that true synchronous multi-user collaboration happens outside the tool.

9. Case Closure

Capability: Finalizing the case – verifying outcome and documenting everything.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Verification: *"Confirm that the resolution meets the requirements and that the customer is satisfied with the outcome."*	**Fully Supported.** WM enforces a **closure checklist** to ensure resolution completeness. Before a case can be closed, the workflow can require the agent to verify that all required steps were done and outcomes are met. For instance, an agent might have to tick off that the customer was informed of the decision and any follow-up action is completed. Additionally, customer satisfaction can be gauged via the feedback mechanism (if a survey or follow-up call is part of the process, that is noted). WM allows recording a closure summary where the agent confirms everything is in order and perhaps notes the customer's response. Only then can the case be marked "Closed – Verified." This ensures that each closed case has been reviewed for meeting all requirements and, where possible, that the customer's expectations were met.
Case Documentation: *"Ensure that all actions taken and communications are documented for future reference and compliance purposes."*	**Fully Supported.** One of WM's core strengths is **comprehensive audit logging**. Every action, state change, user comment, and communication on a case is automatically recorded in the case timeline (history). When a case is closed, it contains a full record of who did what and when, what communications were sent or received, and what decisions were made. The system also stores all attached documents and links them to the

Sub-Capability & Requirement	Alignment (Features & Support)
	case. This means that for compliance or future analysis, one can open a closed case and see **all details of its lifecycle** (initial data, all modifications, approvals, emails, etc.). This satisfies documentation requirements for audit, compliance, and knowledge retention – the closed case file in WM serves as the authoritative archive of the case.

10. Case Review

Capability: Post-resolution review for quality and feedback.

Sub-Capability & Requirement	Alignment (Features & Support)
Case Quality Assurance: *"Automatically trigger quality assurance processes, audits, and inspections based on predefined criteria."*	**Partially Supported.** WM can initiate **post-closure QA workflows** for cases that meet certain criteria, though the execution of QA may occur outside the system. For example, WM can flag 10% of closed cases of a certain type for a quality audit – those cases can be automatically routed to a "QA Queue" for a separate review. The system can notify the QA team or create a task for them to review the case. This automated trigger is fully within WM's capability (using case data and rules to decide which cases require QA). The actual QA (e.g., checking the case was handled correctly) might be done by a human, but WM captures their findings too (they could update a QA form in the case or mark it as QA completed). Audits and inspections can similarly be scheduled via WM's integration (e.g., sending a batch of cases to an audit system). So the **triggering and tracking** of QA is supported, but **WM does not perform the inspection itself** – it facilitates it. This is essentially what the requirement asks (trigger QA based on

Sub-Capability & Requirement	Alignment (Features & Support)
	criteria), which it does, hence *partially* (the human element of QA still exists by design).
Case Feedback Collection: *"Feedback Collection: Gather feedback from the customer to evaluate their satisfaction and identify areas for improvement."*	**Partially Supported.** WM provides means to **collect customer feedback** but typically via integrated tools. It can send out customer feedback requests (as noted under Case Communication, e.g., satisfaction survey emails post-closure). It can also log any feedback that comes in, in the case record or related reporting system. For instance, if a survey is completed, the results might be linked to the case number in a data warehouse which WM can be connected to. As an Ops tool, WM itself doesn't have a built-in survey module, but it coordinates with those that do (like an external survey platform or CRM feedback module). So, **feedback is collected and traceable** (partial credit: the process is enabled by WM, but executed via an external form or email). The insights from feedback (like a low satisfaction

Sub-Capability & Requirement	Alignment (Features & Support)
	score) can be reported and tied back to cases for improvement analysis. In summary, WM supports the feedback loop by ensuring feedback can be solicited and recorded, but the actual gathering mechanism is an extension of the platform (thus marking it partial).

11. Case Monitoring

Capability: Real-time monitoring of operations and performance via case data.

Capability & Requirement	Alignment (Features & Support)
Case Monitoring: *"Real-time resource performance, utilization, and allocation by reporting of case volumes, handling times, resolutions, and work quality metrics."*	**Fully Supported.** WM offers **real-time dashboards and reports** that track all the mentioned metrics. The system continuously updates statistics such as number of open cases, cases per status, average handling time per case type, and individual agent workload (how many cases each person has, and their throughput). These can be viewed through integrated Power BI visuals or in-app charts, giving operations managers up-to-the-minute visibility into performance. For quality metrics, if QA processes are tracked in WM, reports can show QA pass/fail rates, etc. Resource utilization is inferred from assignment and queue data (e.g., how many cases are assigned vs completed per agent per day). Because all case lifecycle events are logged, any KPI can be derived – for example, SLA compliance percentage is easily reported. Thus, WM serves as a **monitoring cockpit** for case operations, fulfilling the need for comprehensive, real-time reporting on volumes, times, outcomes, and resource usage.

12. Case Optimization

Capability: Using data insights to predict and optimize future case handling.

Capability & Requirement	Alignment (Features & Support)
Case Optimization: *"Automatically predict future volumes and resource needs based on historical data and future trends."*	**Partially Supported.** WM lays the groundwork for **predictive analytics** by capturing rich historical data and exposing it for analysis. Historical case volumes, seasonal trends, and handling times can be exported from WM and fed into forecasting models. In fact, the solution includes a *Forecasting* feature (in development) that uses the accumulated case data to project incoming case load and required staffing levels in upcoming periods. This forecasting isn't done by WM in isolation, but by leveraging tools like Power BI or AI services on top of WM's data. In early implementations, simple linear forecasts of case volumes have been produced, and scenario planning (e.g., "if volume increases 20%, how many more staff needed?") is enabled by the data WM provides. While the system doesn't yet automatically adjust resources, it provides predictive **insights** to managers. Over time, these insights can be incorporated into the workflow (for example, alerting if predicted volume next week exceeds capacity). Therefore, the capability to *predict future volumes and needs* is **partially realized** – the data and prototypes exist, but it may require external analytics effort to fully automate.

13. Document Management

Capability: **Ensure documents are accurately reconciled to cases and exceptions without manual effort.**

Capability & Requirement	Alignment (Features & Support)
Document Matching: "*Automatically match incoming documents to the correct pending case (including NIGO scenarios).*"	**Fully Supported.** WM automatically "rendezvous" matches inbound documents and replies to the right case using business keys (e.g., case IDs, customer identifiers, reference numbers) and context (channel, sender, timing). When a case is pending for missing or corrected documents, the moment the document arrives it is linked, the **pending reason** is cleared (if criteria are met), and processing resumes. Exceptions (e.g., ambiguous matches) are surfaced to a small review queue with suggested candidates and confidence hints, reducing misfiles and rework. All actions are recorded in the case timeline to maintain a complete audit trail.
Alfresco Integration: *"Store and retrieve case documents in an enterprise repository with full auditability"*	**Fully Supported.** WM integrates with **Alfresco** so that documents are **securely stored**, versioned, and classified in the enterprise repository while remaining accessible from the case. Case users can search, preview, and link documents without leaving the case experience. Retention, access controls, and audit trails are maintained centrally, while the case holds the authoritative **document-to-decision context**.
Viewing & Submission: "*Allow users to view, upload, and submit documents directly from the case.*"	**Fully Supported.** WM offers an **embedded document experience**: users can preview documents inline, drag-and-drop uploads, capture metadata, and trigger validation rules (e.g., required pages, signatures). For customers or partners, guided requests provide clear lists of what's needed and allow **secure submission** tied straight back to the case. Duplicate detection and

Capability & Requirement	Alignment (Features & Support)
	required-document checklists reduce back-and-forth and increase first-time-right rates.

14. Knowledge & Guidance

Capability: Give case handlers timely, in-context guidance that shortens analysis time and improves consistency.

Capability & Requirement	Alignment (Features & Support)
Contextual Assistance: *"Provide real-time advice and knowledge based on case context."*	**Fully Supported.** WM offers an **in-case assistant** that can surface relevant policies, procedures, and prior similar cases on demand. It can propose checklists and highlight key data points to consider before resolution. In many processes this materially reduces training time and improves decision quality, but proactive, always-on suggestions (appearing unprompted at the right moment) are still being expanded. For now, guidance is **available on request** within the case and is being piloted for **proactive prompts** in more workflows.

15. Communication

Capability: **Capture the substance and outcomes of customer conversations directly in the case.**

Capability & Requirement	Alignment (Features & Support)
Voice Channel Integration: "Enable outbound calls from the case and capture call details in the record."	**Fully Supported.** From the case, users can initiate an outbound call and record the disposition (e.g., reached, voicemail, call-back set) with **automatic logging** of time, duration, and outcomes. Follow-ups and next actions can be created in one step. This removes duplicate data entry and ensures that voice interactions are first-class case events. Where enabled, call details are linked with the customer/contact entity for a complete engagement timeline.
Call Summarization: *"Produce concise, consistent notes of calls and attach them to the case."*	**Fully Supported.** WM can received **call summaries** from Data Lake that capture key intents, decisions, commitments, and follow-ups. Agents review and confirm the summary, which is then added to the case timeline. This saves time and improves note quality.

16. Workflow Completion

Capability: **Complete approvals and consents digitally to shorten cycle times.**

Capability & Requirement	Alignment (Features & Support)
Digital Authorization: "Support electronic signatures for approvals and customer consent."	**Fully Supported.** WM allows case handlers to send **e-signature requests** from the case, monitor status (sent, viewed, signed, expired), handle reminders, and automatically attach the completed document upon signature. The case status can advance once signature criteria are met. This

Capability & Requirement	Alignment (Features & Support)
	removes postal delays, reduces abandonment, and improves customer experience while maintaining full auditability.

17. Case Initiation

Capability: Get ahead of work by initiating cases before customers contact us.

Capability & Requirement	Alignment (Features & Support)
Proactive Scheduling: "*Create cases based on internal triggers or schedules (e.g., renewals, reviews).*"	**Fully Supported.** WM can **pre-create cases** when internal business events or schedules dictate work (e.g., upcoming renewals, periodic reviews, compliance checks). Cases are populated with the known context and initial tasks, then routed to the right queue in advance. This smooths workloads, reduces firefighting, and enables **proactive outreach** where relevant.

18. CRM System Collaboration

Capability: **Keep client-facing teams aligned without swivel-chair work.**

Capability & Requirement	Alignment (Features & Support)
CRM Synchronization: "*Share case milestones and statuses with client-facing systems.*"	**Fully Supported.** WM can **publish key case updates** (e.g., intake, in review, approved, closed) to CRM so relationship managers and service teams have near real-time visibility. Alerts can be raised when attention is needed (e.g., customer follow-up), and key milestones appear on the

Capability & Requirement	Alignment (Features & Support)
	customer's 360 view. This reduces duplicate updates and improves the **single view of the customer** across functions.

19. Reporting & Analytics

Capability: **Empower operational teams with actionable insights and performance transparency.**

Capability & Requirement	Alignment (Features & Support)
Reporting & Analytics: *"Provide operational teams with real-time dashboards, KPI tracking, and ad-hoc/custom reporting capabilities for case management."*	**Fully Supported.** WM delivers a comprehensive reporting suite powered by GenAI Copilot Assistant that includes real-time dashboards for case volumes, SLA compliance, team performance, and work quality metrics. Users can create custom and ad-hoc reports, filter by business unit, case type, or processor, and export data in multiple formats (CSV, Excel, PDF, etc.). Embedded analytics provide operational insights, trends, and patterns, while predictive analytics support forecasting workloads and identifying bottlenecks. It also supports automated report scheduling (with Power Automate) ensures timely distribution, and role-based access controls tailor visibility for different user groups.

Non-Functional Requirements (NFRs)

NFR Category	Requirement	Solution Implementation
Security & Access Control	Granular, role-based access; least-privilege; auditability	Implemented via enterprise-grade ACLs and centrally managed security roles. Access is segmented by environment (Dev/Test/Prod) and role (Agent, Manager, Auditor, Admin, Maker). All access requests are tracked via ServiceNow.
Performance & Scalability	High throughput; support for large volumes	Event-Driven Architecture (EDA) pattern supports high-volume throughput (e.g., 30k attachments end-to-end). Performance metrics (case counts, event rates, latency targets) are being published for WM.
Disaster Recovery (DR)	DR strategy and runbook for critical components	DR runbook is being tailored to the WM blueprint, covering EDA, APIM, Alfresco, and Power Platform. This ensures resilience and recovery aligned with peak volume scenarios.
Environment Strategy	Scalable, shared foundation across BUs	Manulife Power Platform CoE mandates a shared foundation with segmented access, governed via deployment pipelines. This avoids per-BU environment sprawl and ensures scalability.
DevOps & ALM	Automated deployment, version control, quality gates	GitHub Actions used for build/test/export/import with Solution Checker as a quality gate. Power Platform Deployment Pipelines manage Dev→Test→Prod promotions with pre-flight validation and rollback capabilities.
Governance & Hygiene	Publisher prefixes, error handling, CI/CD documentation	Governance playbook and DevOps pipelines enforce hygiene standards including publisher naming, personal connection restrictions, and CI/CD documentation.
Document Management	Integration to document management system	Alfresco is used as the document system of record. Dataverse stores only metadata and links, avoiding BLOB storage and reducing capacity costs.
API Management & Security	Secure API exposure; service principal authentication	Azure API Management (APIM) is used for secure API access, with service principal authentication ensuring secure and scalable integrations.